

DOLIR REVIEW

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Winter Safety Tips from DOLIR Facilities and Maintenance

The Cold

The cold weather presents some dangers that you need to be aware of. Make sure that you are adequately clothed. Take into consideration your general state of health before negotiating bad weather. Hypothermia can happen all too quickly if you get caught out in the cold for too long.

Snow and Ice

If you notice slick areas on lots, sidewalks and entryways at Department buildings please call us at the Facilities and Maintenance office at (573) 751-3948 or e-mail the "Maintenance Work Order" address, so that we can attend to the situation. Remember, even when snow and ice have been removed they can melt and refreeze, causing treacherous conditions.



Visibility

Visibility during slick conditions becomes even more critical

because automobile braking time is lengthened. Look out for fellow employees and people involved in the snow and ice removal process as you maneuver to park your car.

Walking

Make sure the footwear you use gives you the most traction. Some employees carry their good shoes and wear boots to work. Regardless of footwear, walking can be a challenge. Remember, don't take the shortest way, take the safest way to your destination.

Driving / Parking

It's a different ball game when it comes to winter driving. Remember curbs and parking bumpers can be hidden by snow. Allow for increased braking time and distance for you and fellow drivers.

Snow Removal

Our staff and contractors will take care of the majority of the snow and ice removal on state-owned lots, sidewalks and entryways. Removing



vehicles from lots over night so that snow can be removed efficiently is a great help. Please be mindful that a slip-free surface from your car to work is not guaranteed in bad weather.

Vehicle Preparation

Always remove snow and ice from all windows, headlights, taillights, hood, roof and trunk before driving. Keep a container of sand or salt or mixture of both for added traction in case you become stuck on a grade or in a ditch. A small shovel is handy; a small broom and ice scraper are good to carry also. If you travel more extensively throughout the state, items such as extra coveralls, boots, gloves or hand warmers, a hat or stocking cap, blankets, flashlights and batteries, snack food items, water, jumper cables, windshield washer fluid and a tow rope or chain are also important. A road service assistance card and a cell phone are very helpful as well.



**SHANNON
THOMPSON**

Title:

Human Rights Technician

Division:

***Missouri Commission on
Human Rights***

Location:

Jefferson City, MO

If you have any story ideas, or just want to comment on the DOLIR Review, please contact Joann Lindemann at (573) 751-7500.

Joann can be reached at jlindemann@dolir.state.mo.us. If you prefer to write, forward your comments to the Office of Public Affairs, PO Box 1958, Jefferson City, MO 65102-1958.

Employee Profile

Q What do you consider the most important thing your program/division does for Missouri citizens?

A We provide assistance to Missouri employees who feel their employers have discriminated against them either based on their race, sex, age, religion, color, national origin, ancestry or a disability. We also assist Missourians who feel they have been discriminated against in housing situations and places of public accommodations.

Q How does what you personally do in your job help or affect Missouri citizens?

A I investigate complaints and gather information to decide if the law has been broken. This affects Missouri citizens personally because my recommendation affects the remedy that they seek.

Q How do you think what you do could be improved or changed to better serve Missourians?

A I am not sure that it could be improved. Perhaps there is a way to improve the turnaround time it takes to get a case assigned for investigation. Often this is delayed because before a case is assigned we have to give the employer (or respondent) time to explain their side of the situation.

Q What part of what you do gives you the most satisfaction/pride/feeling of accomplishment?

A Being able to help both employees and employers put an end to discrimination in the workplace.

Introducing ... Daniel Hays

Daniel Hays has joined the Department as special assistant. Daniel will assist Jackie Wood, the Department's legislative coordinator, by making sure that division staff are advised of legislative committee hearings affecting their programs, preparing weekly legislative updates and helping with the preparation of fiscal notes. He will also be helping with the Department's informational booth at various conferences, job fairs, etc.

Originally from Marceline, a small town in north central Missouri (home of Walt Disney), Daniel is a 1997 Graduate of Westminster College, in Fulton Missouri with a B.A. in political science and a minor in history with emphasis in American studies. He currently lives in New Bloomfield and is active in numerous local civic organizations, including Providence Baptist Church and the YMCA Youth in

Government program. Prior to coming to the Department, Daniel worked for four years in the elections division of the Secretary of State's office – first under Secretary of State Bekki Cook and then Matt Blunt.

His previous experience also includes serving as the administrative assistant to State Representative Glenda Kelly, legislative assistant to State Representative Rodger Fitzwater, and as a legislative intern for State Representative Gracia Yancey Backer, among others.



Christmas Spirit Alive and Well In Employment Security's Employer Account Unit

By Julie Joens,
DES Employer Contributions

The employees of the Employer Accounts Unit in Central Office were very busy this Christmas season. In the spirit of the holiday season, they wanted to help the less fortunate, so they adopted a family.

The Unit's Remembrance Fund Committee, which is made up of five individuals, first discussed the idea and presented it to the rest of the unit. The unit, which consists of 46 employees, thought this to be a commendable idea. So it began. A phone call was placed to the Samaritan Center and in no time at all a family of five was assigned to the Employer Accounts Unit. The adopted family included Gloria, age 47; her daughter Amber, age 21; and Amber's three children, Hunter, age 5, Chloe, age 2 and Braden, 8 months.

A list of gift suggestions was also provided to the committee and shared with the Employer Accounts staff. The gift suggestions from the family were not outlandish in nature at all. Unlike our children who ask for Sony PlayStation II's, DVD players or golf clubs, these children were asking for underwear, socks, clothing and diapers. The Employer Accounts staff grabbed their wallets and jumped into action. The children not only received these essential items on their list, they also found



Employment Security employees with some of the gifts donated for their adopted family.

DIRECTOR'S MESSAGE

Good Ideas Wanted

Since July 2001, every DOLIR employee has a formal method for sharing his or her ideas about ways to improve our services. ESP – the Department's Employee Suggestion Program – was created so you can share your useful and practical suggestions on ways to improve customer satisfaction, improve the quality of services, increase efficiency and reduce the cost of programs.

We know that employees doing the front-line work are often the best source for new ideas about ways to improve what we do, and to provide suggestions for completely new and innovative processes. We want to hear your ideas.

Since July, some very good suggestions have been submitted, and some have been implemented. I am encouraged by your participation and insights into the way we do business.

But we are still looking for more ways to improve methods, procedures, product quality and services. We also need suggestions on how to positively impact working conditions, security, safety and workflow. And we hope you will share your ideas to help increase productivity, improve employee motivation and save time, materials, labor or money.

If you have a suggestion, please submit it to ESP by completing the suggestion form, MODOL-4449, found on the Intranet at <http://services.dolir.state.mo.us/empsugg.htm>. Then send your completed form to "Employee Suggestion Program" in the Microsoft Outlook Global Address Book.

stuffed animals, books and school supplies, a bike and helmet, a Leapfrog Reading educational toy, Hot Wheels, infant toys and many other items for all the members of the family under the tree. The Samaritan Center provided the family with a ham and the Employer Accounts provided all the fixings for their Christmas dinner, plus a few extra goodies.

Once all the gifts were purchased, volunteers boxed up and wrapped the gifts for delivery. The Christmas spirit apparently spilled over into a couple of the other units in the Employment Security Central

Office. Gifts for the adopted family were brought in from other Division employees who do not work in the Employer Accounts Unit. These gifts were gladly accepted and a big thank you goes out to them all!

The Employer Accounts staff has once again risen to the occasion. This time it did not involve quarterly reports, debits or credits, rates or magnetic media. This involved people helping people and they can all be very proud of their successful undertaking. They came together and provided for a family who would have not been able to provide for their own children on Christmas morning. The spirit of the Christmas season is alive and well in Employment Security Central Office!

Editor's Note: The members of the Employer Accounts Unit want to acknowledge the efforts of the members of the Remembrance Fund Committee. The committee members are: Joyce Boeckman, Barbara Call, Julie Joens, Michelle Mueller and Vickie Stark.



L'il Amazing Ashley's Jefferson City Connection

By Joann Lindemann, Office of Public Affairs

If you bought a L'il Amazing Ashley baby doll for someone this past Christmas, you might not have known that she has a Jefferson City connection. It's her voice.

Jayne Miller, sister of Donna Cavette, executive director of the Missouri Commission on Human Rights, is the voice of L'il Amazing Ashley baby doll. And the story of how she became that voice is right out of Hollywood.

Jayne was interning for her talent agency, Midwest Talent Management, in California when she got the opportunity to audition for the voice of the doll, made by Playmates Toys. She says she didn't think she had a chance of getting the job, because the day of the audition she had sinus problems and "sounded like a frog." But two weeks later she got the call saying she got the part. "They asked me if I could talk like a baby," she says.



"Now I get called a lot to do baby voices."

She has since used her talent at baby voices to do other work, including serving as a voice match (which is like a stand-in for voice talent) for the woman who does the voice of Angelica Pickles, a Rugrats cartoon character.

In addition to voice work she has appeared in several TV shows including Ally McBeal, in an Al Pacino movie and in a music video.

Now back in Jefferson City to take a break, Jayne is looking forward to returning to Hollywood to resume her career. "I want to do more voiceover work when I get back. I think I am better at it than acting." But she adds, it is also more difficult work to get. "Voiceover work is hard to break into, even harder than acting. It's a small click of people who do the majority of the work," she says.

Make the Department Intranet Site Your Home Page

The Department's Intranet site contains lots of information you need every day, like Department forms, memos, manuals, news, publications, information on training classes, and computer tips.

Make it easy to reference this information by making the Intranet your home page.

Your home page is the page that is displayed every time you open Internet Explorer. To make the Department's Intranet site your home page, follow these steps:

1. Open the DOLIR Intranet page at <http://services.dolir.state.mo.us>.
2. On the **Tools** menu, click **Internet Options**.
3. Click the **General** tab.
4. In the **Home Page** area, click **Use Current**.

Quote of the Month

"Obstacles don't have to stop you. If you run into a wall, don't turn around and give up. Figure out how to climb it, go through it, or work around it."

— Michael Jordan

NEW CARING COMMUNITIES STATEWIDE AND COMMUNITY-LEVEL REPORTING SYSTEM

In response to Governor Holden's Executive Order, Caring Communities developed a new Caring Communities statewide and community-level reporting system that allows for a statewide, uniform accounting of successes in improving the well being of Missouri's children and families.

"I am pleased and encouraged by the efforts of FACT (Families and Communities Together) to implement this new system of performance accountability," said Governor Bob Holden. "This reporting system will encourage community partnerships to be more innovative and effective, while also communicating to citizens the positive return of taxpayer dollars."

To track statewide progress, the eight participating state agencies, including DOLIR, will produce an annual report card for each Partnership. These report cards will provide information that the Partnerships need to develop future community plans. They will supply the data they need to identify their most pressing community problems, set priorities, select evidence-based strategies that will impact their priorities, and track long-term outcomes.

Caring Communities is uniquely positioned to help Missouri's most needy citizens in these challenging economic times. Charlie O'Reilly, FACT board member says, "Caring Communities Partnerships are able to take limited state dollars, spend them in new and innovative ways (called systems reform) by engaging local citizens to identify and prioritize local community problems and needs, and leverage those state dollars with additional resources to focus services and maximize results."

The Caring Communities budget for fiscal year 2002 was not affected by additional withholds from the Governor's most recent state budget.

*Neet McCowen is Caring Communities Coordinator for the Department.
To reach her, please call (573) 751-3817.*

Dunn's Safety Tips - Wood Burning Stoves

Many homeowners are turning to wood burning stoves to keep their homes warm this winter. Beware that while you are saving money you may increase your risk of a home fire.

Most homeowners have limited experience with wood burning stoves. Buy your wood burning stove from a reputable business – one that can help you select the correct stove for your home needs. Plate steel and cast iron stoves last longer and retain heat for longer periods of time. If you purchase a used stove, inspect it thoroughly for cracks, defective legs, hinges, door seals and draft louvers.

Have the stove professionally installed. A professional heating contractor will make sure there are adequate air space clearances and circulation around the stove. While a professional installation may cost you money, this service will ensure that heat radiating from the stove or chimney will not ignite adjacent combustible materials, prevent sparks from

escaping into the house and prevent sparks from escaping from the chimney.

Use your stove correctly. Use short, hot fires rather than long smoldering fires. Do not leave the stove unattended when children are present. Do not store dry wood near or under the stove. Do not use gasoline, kerosene or charcoal starter to start a fire. Do not burn trash in your stove. Empty all ashes into a metal container with a tight fitting lid. Install smoke detectors in your house!

Finally, chimneys should be inspected frequently. Because creosote buildup varies greatly depending on the type of wood, usage and stove model, have your chimney cleaned by a professional chimney sweep. Chemical cleaners are not always effective. It is important to inspect and clean your chimney frequently. If you have a chimney fire, have the chimney inspected by a professional before using the chimney again.

Steve Dunn is the Department's Safety Coordinator. He is also Director of the Mine and Cave Safety and Health Consultation Program for the Division of Labor Standards.

Responding to Spam

By Fernando Mendez, Internal Security Unit

Spam is a term that refers to unsolicited, unwanted e-mails usually from unknown parties. Undesirable e-mails, or spams, are becoming more prevalent. So what are some ways to deal with them?

1. Just delete any received e-mails from unknown parties without opening them. This is the safest route, as far as security goes. But, let's face it. Some of us get legitimate e-mail correspondence from unknown (at least at first) parties. You can view the text of a received e-mail without opening it by selecting the particular e-mail and viewing the contents on your e-mail preview pane. If this option is not turned on, you can activate it in Microsoft Outlook by simply clicking on "View" on the Outlook main menu and then clicking on "Preview Pane." However, if there is an attachment to the e-mail, that could be a problem. You should be wary of opening file attachments in e-mails from unknown, unexpected parties. All types of viruses can be unleashed. Respond back to the e-mail sender that you cannot open attachments from unknown parties and ask them to please place the information in the text message or have them call you and discuss the nature of the attachments.

2. Another option is to forward unknown e-mails with attachments to "Spam" found on the Department Name Selector in Microsoft Outlook, **without opening the attachments**. If you plan to do this there are special (but lengthy) instructions on properly forwarding these e-mails, so contact the Help Desk at (573) 522-4357 for direction. Just forwarding these e-mails in the normal fashion will not forward some of the electronic information contained in the original e-mail. Information Systems personnel will look at these forwarded e-mails.

3. If you open an e-mail and it contains nuisance material (i.e. sexually explicit or promotional) just delete the e-mail. If the e-mail contains material that seems threatening or makes you uncomfortable in any way, forward it only to Fernando Mendez in Internal Security. If you do so, don't immediately delete this e-mail until Internal Security contacts you and tells you to do so. Sometimes there may be electronic information found only in the original e-mail that could be helpful in stopping this kind of transmission.

E-mails that advertise "investment opportunities," asking you for financial contributions or for your private financial information are to be deleted and not distributed among other DOLIR employees. If you wish to participate in these opportunities, don't use department facilities or do so on agency time.

Computer Tip

If you are a keyboard shortcut person, this tip is for you. It runs Microsoft Word's built-in ListCommands macro, which generates a table listing Word's default keyboard shortcuts.

1. Choose **Tools | Macro | Macros** from Word's menu bar to open the Macros dialog box.
2. Choose **Word Commands** from the **Macros In** dropdown list.
3. Select the **ListCommands** item in the **Macro Name** list box, and then click **Run**.
4. In the resulting **List Commands** dialog box, choose the **Current Menu and Keyboard Settings** option button, and then click **OK**.

When you do, Word generates a table that lists the keyboard shortcuts for each Word command that uses one. (Word commands that haven't been assigned a keyboard shortcut aren't included.)

5. At this point, you can print the table or save it as you would any other document.

*Tip contributed by Jo Ann Kinsey,
Organization and Staff Development.*

Lifestyles

Retirees from December 2001

Division of Employment Security

Robert Dunnell, Unemployment Insurance Auditor II, Contributions Field

Tommy Lewis, Claims Supervisor III, St. Louis Regional Claims Center

Lifestyles

New Employees from December 2001

Administration

Barbara Hughes, Computer Information Technology Specialist I, Information Systems

Division of Workers' Compensation

Tracey Allan, Clerk Typist III

Webster Arends, Investigator II

William Koebel, Investigator II

Division of Employment Security

Catherine Angel, Contributions Technician I, Employer Contributions

Andrew Delamare, Contributions Technician I, Employer Contributions

Sandra Ehrhardt, Clerk Typist III, Benefits

Daniel Hays, Designated Principal Assistant, DES Administration

William Lewis, Contributions Deputy, Employer Contributions

Martha Neal, Unemployment Insurance Auditor I, Contributions Field

Patricia Reynolds, Claims Technician I, Kansas City Regional Claims Center

Ronald Smith, Claims Technician I, Kansas City Regional Claims Center

Vaughn Whiting, Contributions Technician I, Employer Contributions

Lifestyles

Promotions from December 2001

Administration

Edna Vogel, Clerk IV, Facilities and Maintenance

Division of Workers' Compensation

Lydia Hurley, Court Reporter Supervisor

Nancy Oviedo, Clerk Typist III

Division of Employment Security

Marion Baker, Unemployment Insurance Auditor II, Contributions Field

Jill R. Fields, Clerk Typist III, Employer Contributions

Robin Payne, Contributions Supervisor II, Employer Contributions

Judie Reifsteck, Contributions Deputy, Employer Contributions

Denise Severs, Clerk Typist III, Employer Contributions

UI Appeals

Janella Preston, Clerk IV, Appeals

Donna Kaye Scheulen is November Employee of the Month



Donna Kaye Scheulen, Information Support Coordinator/Systems Administrator with the Division of Labor Standards' On-Site Safety and Health Consultation Program in Jefferson City is the Department's November 2001 Employee of the Month.

Scheulen's innovative work as the section's NCR Computer technician has resulted in improved efficiency and has allowed the Program to obtain types of information other states do not have access to. Because of her efforts, Scheulen's co-workers say that they have been able to provide much more useful information to their customers. In addition, she was asked by OSHA's Web Based Information Systems Redesign User Group to attend meetings in Washington DC so that the new system they are designing can incorporate some of the processes she developed.

Nominations, Please

If you have a co-worker who deserves special recognition for a job well done, you can nominate that person for Department Employee of the Month. Nomination forms (Form MODOL-4434) are available on the Department's Intranet site, or from each office. Nomination forms are due by the 15th of each month in order to select a recipient for the previous month.

Recent Employee of the Month winners are:

August 2001 – Charles "Fred" Case, Office Service Coordinator with Facilities Management in Jefferson City

September 2001 – Connie Baskett, a Research Analyst IV with the Department's Research and Analysis section Jefferson City

October 2001 –John Phippen, a Telecommunications Analyst III with the Information Systems section in Jefferson City

November 2001 –Donna Kaye Scheulen, Information Support Coordinator/Systems Administrator with the Division of Labor Standards' On-Site Safety and Health Consultation Program in Jefferson City

For additional information regarding the Department Employee of the Month program, contact Tammy Cavender at (573) 522-2546.

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DOLIR Employees Give to Help Family of Sick Infant

Workers in the Dunklin Street facility and in the Division of Workers' Compensation in the DOLIR building in Jefferson City have collected money to help the Kramer family of Rich Fountain, MO. The Kramers' six-month-old daughter Emily has a rare and complicated illness that leaves her with virtually no immune system. As a result, she has spent most of her young life in hospitals seriously ill with various infections and a rare type of pneumonia.

According to Carol Luecke, an employee of the Jefferson City Regional Claims Center and one of the organizers of the collection, they easily exceeded their initial goal to collect \$2,000. "I do not know these people personally, but their tragic story has really touched me," said Luecke. They ended up with a donated total of \$2,600.

According to Amy Frank of the Division of Workers' Compensation, her division also had a fundraiser for the Kramers. They asked division employees to make a contribution of at least one dollar. Everyone who gave got to wear blue jeans on a specially designated "Blue Jean Day." They raised \$150 in one week.

Although baby Emily's chances of survival are slim, her parents hope to take her to North Carolina for treatment by a world-renowned immunologist as part of a study program.

Emily's mother, Mary, sent out a request for financial help by e-mail in November. Mary lost her job because she used up all her sick time caring for Emily. And Emily's father, Dale, is unemployed due to a serious illness that has left him without a colon. The Kramers have four other children.



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